

## JOB DESCRIPTION

<b>Job Title</b>	<b>Operations Coordinator</b>
<b>Department</b>	<b>Visitor Operations</b>
<b>Location</b>	<b>Shottesbrooke, Berkshire</b>
<b>Hours</b>	<b>Full Time (35 hours per week)</b> <b>Fixed Term Contract - 12 months with possibility of extension or permanent role</b>

### Background

The Landmark Trust is one of Britain's leading building conservation charities and with the help of our supporters we save historically significant buildings from being lost forever. We sensitively restore such 'Landmarks' and offer them a future by making them available for self-catering holidays.

The lettings income from the 200 extraordinary buildings in our care supports their upkeep, while new building rescues rely on the generosity of donors and organisations such as the National Lottery Heritage Fund.

Our guests tell us that a Landmark stay is like stepping back in time, providing respite from the pace of everyday life. We are committed to preserving these unique experiences and to offering warm and inviting spaces that are brimming with history.

### Role Summary

This critical role will undertake the administrative functions of the Visitor Operations department which looks after all aspects of the visitor stay. Key areas of accountability will include supporting the Head of Visitor Operations with strategic planning, the coordination of internal communication and training, and information management. The role is suited to a multi-tasker who is highly organised and willing to proactively carry out a wide range of administrative tasks, ensuring the department runs professionally and efficiently.

### Relationships

Reports To	Head of Visitor Operations (HVO)
Works Closely with	Regional management teams, Bookings Manager and Housekeepers.
Internal relationships	Other departments at our head office including Human Resources, Finance, IT, Historic Estates and Marketing and Engagement.
External Relationships	Contractors and regulatory bodies.

## Key responsibilities

### Administrative Support:

- Provide day-to-day operational support to the Head of Visitor Operations.
- Undertake information gathering and data collation as required for performance monitoring and in the preparation of departmental reviews.
- Initial point of contact for operational queries, escalating as required.
- Arrange meetings on behalf of the department and look after the Operations calendar.
- Manage monthly meetings agenda, collating pre-meeting information and ensuring it is circulated in advance to all attendees.
- Attend departmental meetings, some of which may take place away from Head Office.
- Produce minutes or action notes as required and circulate in a timely manner.
- Maintain, and upgrade where appropriate, department records, systems, and licenses.
- Liaise with People Business and Finance teams to support budget and expense management.
- Support the development and implementation of new systems and ways of working.

### Customer Feedback:

- Create and monitor guest feedback, complaints, and claims handling processes.
- Produce guest feedback reports for internal circulation.

### Compliance and Risk:

- In collaboration with colleagues, ensure the department remains compliant with current regulations, as well as policies and procedures through monitoring and follow-up.
- Support the Regional Management and People Services teams with the roll out and monitoring of training across the Operations portfolio.

### Cross-departmental working:

- Maintain effective communication links with other Landmark departments to facilitate collaboration and cooperation.
- Work in collaboration with colleagues in the development and roll out of new policies, ways of working and technological advances.

### General:

- To appreciate, and work within, the organisation's culture and to conduct all activities in a manner which promotes and enhances the Landmark Trust's character and reputation.
- Landmark is an equal opportunities employer. All staff are expected to conduct themselves in accordance with the Equality Act 2010.
- All staff are expected to fulfil their duties with due regard to their own health and safety and that of others.
- To undertake any other duties as may be reasonably required in the post.

## Skills and competencies

You could be our ideal candidate if you:

- Take pride in being the linchpin of a hard-working team as you support the department in delivering operational efficiencies.
- Are positive, proactive, diplomatic, and discreet.
- Are open to developing your professional capabilities.
- Have excellent prioritisation and time management skills.
- Have excellent listening, written and verbal communication skills.
- Are a critical thinker and pay attention to detail.
- Take a pragmatic approach to challenges, using your judgement and experience to trouble shoot where needed.

To successfully carry out this role you must also evidence experience in the following:

- Proficiency in MS packages.
- Data management and record keeping.
- Problem solving and working on your own initiative.
- Cross-departmental influencing and negotiating.

## Qualifications and Experience

- The successful candidate is likely to be educated to GCSE, A Level or higher.
- Proven experience in administrative or operational support role, with a strong understanding of office procedures and practices.

## Salary

- £23,540 per annum